



BEYOND LIMITS

Beyond the limits of conventional support

4 Stage Complaints Process



We want you to tell us if you are not happy.



We want to make things right for you.



We will work together to make things better.

How to Complain

- 1. Let a carer or your support worker know you are not happy. They will try to help you and make everything better.**
- 2. If the carer or your support worker cannot help, they will tell a manager. The manager will try to help you and make everything better.**
- 3. If the manager cannot help, they will tell a director. The director will try to help you and make everything better.**
- 4. If you are still unhappy, you can complain to people who are not part of Beyond Limits, such as the Local Government & Social Care Ombudsman. You can call 0300 0610614 to speak to a Complaints Advisor.**



You can get help at any stage of the complaints process. We want to know if you are unhappy, and we will always listen and do our best to make things better. Please tell us if you are unhappy.